

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☐ EXISTING POSITION ☐ UNCLASSIFIED

Part 1 - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department for Children and Families		9. Position No.	10. Budget Program Number		Agency Number
2. Employee Name (leave blank if position vacant)		11. Present Class Title (if existing position) Human Service Consultant			
3. Division Economic & Employment Services		12. Proposed Class Title			
4. Section Wichita Service	For Use By Personnel Office	13. Allocation		Position Number	
5. Unit EES Leadership		14. Effective Date			
6. Location (address where employee works) City Winfield County Cowley		15. By	Approved		
7. (circle appropriate time) Full time xx Perm. xx Inter. Part time Temp. % Regular	16. Audit Date: By: Date: By:				
8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM/PM To: 5:00 AM/PM	17. Audit Date: By: Date: By:				

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

As a Human Services Consultant you will be a lead worker providing support to EES Staff and EES Leadership in the Winfield Service Center\Wichita Region. This position will also monitor and provide minimal guidance in daily process flow. The position will also help organize, prioritize, and work\delegate lists and reports received locally or from EES Central Office, complete EES eligibility work and answer EES Policy Questions (Food Assistance, TANF, Child Care and Medical). Assist with direction of lobby work flow, managing reports, local training for veterans or new staff, client problems and local BPM reviews in the absence of, or when delegated by, the EES Supervisor/Leadership. Receive, review, represent and complete the Fair Hearing process for the Agency.

Name	Title	Position Number
Allain Barnes	EES Assistant Program Administrator	K0200284

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
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20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

The employee has some latitude to complete their variety of tasks based on the volume of the workload in each. They will need to assess the volume of questions, the volume of reports and alerts pending, the current training picture, pending Fair Hearings, and the volume of Specialist tasks for the EL Dorado Service Center. They will prioritize and manage the tasks assigned. Their Supervisor will give them some guidance and direction as they share the status of tasks within their scope of work.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

What is the action being done (use an action verb); **to whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	<p>The person in this position has access to protected health information (PHI) under the provisions of the Health Information Portability Act of 1996 (HIPAA) Privacy Rule. PHI must be treated in accordance with the provisions of the HIPAA Privacy Regulation including the requirements for safeguarding, releasing and recording the release of such information. The person will receive training in the provision of the HIPAA Privacy Regulations as they relate to the duties of this position and has signed a confidentiality agreement.</p> <p>In addition to the tasks listed below, the incumbent is expected to communicate the Mission, Vision and Guiding Principles of the agency to peers, clients and the public; identify personal strengths and developmental needs to increase job performance and long-term career growth. Continually analyze work processes, seek new approaches and make recommendations to enhance efficiency and effectiveness of the agency. Works in a harmonious and cooperative fashion with other staff to provide efficient and effective customer service. Uses free time as available to assist other staff in the completion of work assignments. Contributes to a positive work environment through a positive, helpful, courteous demeanor towards staff, clients, and the general public. Adheres to appropriate standards of conduct regarding the use of leave and reports to work on time.</p>
I. 40%	E	<ol style="list-style-type: none"> 1. Lead Worker <ol style="list-style-type: none"> a. Answer EES Policy Questions (Food Assistance, TANF, Child Care) b. Provide process guidance and direction to EES Staff c. Assist with local BPM reviews as directed by EES Leadership d. Assist with local training for veterans or new staff as needed <ul style="list-style-type: none"> • Help EES Executives develop curriculum for Policy, Update, and Process training. • Help EES Executives present information at Policy, Update, and Process Training • Help facilitate other training sessions at various locations within the Region • Assist EES training staff when necessary to train new staff, being a mentor. e. Assist with Client problems in the absence of the EES Supervisor f. Complete Pre-authorization Reads. g. Assists with direction of lobby work flow in the absence or when delegated by the EES Supervisor.
2. 25%	E	<ol style="list-style-type: none"> 2. Eligibility Determination Activities to help fill in gaps within the Region. <ol style="list-style-type: none"> a. Interview for TANF, Food Assistance, Child Care, and other assistance programs. b. Make collateral contact to obtain information c. Request necessary information when unable to be obtained directly. d. Complete reported changes e. Complete eligibility determinations at interview or when receiving pending information.
3. 25%	E	<ol style="list-style-type: none"> 3. Reports & Lists (including but not limited to Food Assistance Hot list, unauthorized cases (ACL), and alerts). <ol style="list-style-type: none"> a. Assist EES Executive team and EES Supervisors manage multiple reports. b. Review with EES Management to determine circumstances to work the cases personally and when appropriate to delegate. c. Review reports and lists and take d. Prioritize alerts e. Reviews the work performed by others
4. 10%	E.	<ol style="list-style-type: none"> 4. Fair Hearing \Appeal Hearing Summary Development <ol style="list-style-type: none"> a. Receive appeal summary requests from the Office of Administrative Hearings. b. Review client concern. Determine if it can be fixed or resolved prior to a hearing. c. Complete the Fair Hearing summary for the Agency and submit it to the Office of Administrative Hearings. d. Represent the Agency during the Fair Hearing.

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22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:
- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
 - () Plans, staffs, evaluates, and directs work of employees of a work unit.
 - () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

- b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Name

Title

Position Number

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23. Which statement best describes the results of error in action or decision of this employee?
- () Minimal property damage, minor injury, minor disruption of the flow of work.
 - (x) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
 - () Major program failure, major property loss, or serious injury or incapacitation.
 - () Loss of life, disruption of operations of a major agency.
- Please give examples.

Fair Hearing documents would not be completed and provided timely to Administrative Hearings. Representation would not occur at Administrative Hearings. Monitoring, working or resolving issues in taking action on pending applications that are nearing the time limits allowed would not occur, which would delay further benefits or decisions by the Agency. Directing traffic flow in the lobby would not occur on those days the regular "quarterback" is not available. Assistance to Program Administrators for Policy Updates and Process Systems would not be available.

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

This position makes daily contact with DCF Clients, DCF Leadership and Staff, Administrative Hearing Officers, and Community Partners in order to assist in the overall timely delivery of DCF Services as well as dealing with Fair Hearing Requests when clients believe the Agency has not provided a correct decision.

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25. What hazards, risks or discomforts exist on the job or in the work environment?

Minimal risks exist. Risks associated with office work would be encountered daily. Risks with clients who get out of control may occur during Fair Hearing representation.

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26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:
- Daily use of computers, telephones, printers, copiers, faxes,
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PART III - To be completed by the department head or personnel office

27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

Education or Training - special or professional

Licenses, certificates and registrations

Special knowledge, skills and abilities

Experience - length in years and kind

Minimum of two years of experience as a Human Service Specialist working in the area of benefits eligibility determination in EES

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Must maintain security clearance throughout employment.

Signature of Employee Date

Signature of Personnel Official Date

Approved:

Signature of Supervisor Date

Signature of Agency Head or
Appointing Authority Date